

~~CONFIDENTIAL~~DDA 87-0745
8 April 1987

MEMORANDUM FOR: DA Office Telephone Focal Points

25X1 FROM:

Executive Assistant to the DDA

SUBJECT: Telephone Actions Status

25X1 1. During March almost all of the available OIT telephone resources were
25X1 applied to the renovated new space As a result, only three
other telephone actions were completed in March--one secure and two non-secure
25X1 telephones for OS. The 308 telephone actions completed
during March breakout as follows:

OC - 142 secure, 159 non-secure
OS - 7 secure

2. The current backlog of DA telephone actions in OIT is around 100 requests. OIT has asked me to hold all requests except Priority #1 for the next two weeks while they work on the backlog. I apologize for the inconvenience which this may cause.

3. Now that we have been using the new Form 3577 for several months, I'd like to pass along to you the five most common problems I have seen in filling out the form:

a. In Section 2 of the telephone request form, under the Amount fields, the submitter should show the number of telephone instruments to be added, modified, relocated, or disconnected. Some submitters have merely been putting an "X."

b. The submitter should include complete information concerning the telephone request, for example, telephone number and location, the room layout desired, and the justification for the request.

25X1 c. The telephone request forms are available from OIT. Please call if you need additional
forms. Submitters should use these forms rather than making a copy of a form so that the customer request number will be unique for each request.

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d. Please sign the request form so that I will know that you have approved it for action.

e. A reminder on the three priorities:

Priority 1: This should be a true emergency situation, significant enough to interrupt all other telephone work for the DA.

Priority 2: This should be a renovation project performed by OL. The OIT telephone work will be coordinated with OL's construction work.

Priority 3: This is routine work.

4. Again I want to thank you for your cooperation and help as we work out the kinks in this new telephone request system.

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ORIG:EXA/DDA



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Distribution:

| | | |
|----------|---|----------------|
| Original | - | DC/AMD/SS/LOG |
| 1 | - | OF/SO |
| 1 | - | OIT/SS |
| 1 | - | OL/IMSS/DAS |
| 1 | - | OMS/EXO |
| 1 | - | , OP/EXO |
| 1 | - | AS/LS |
| 1 | - | OTE/AS |
| 1 | - | OIT/ESG/ID |
| 1 | - | OIT/ESG/ID/ASB |
| 1 | - | DDA Subject |
| 1 | - | DDA Chrono |
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